

NW Campus Secure Data Storage Frequently Asked Questions

1. *What data should I be storing securely?*

Any University data that contains sensitive information should be stored securely. Many IUIE reports contain University restricted data (e.g., student demographic data, grades, and/or University ID numbers) that is sensitive. The following IU Knowledge Base article defines sensitive data:

[What is sensitive data, and how is it protected by law?](http://kb.iu.edu/data/augs.html) (<http://kb.iu.edu/data/augs.html>)

2. *Where can I store sensitive University data securely?*

The NW campus has a secure campus files server. All full time faculty and staff have a home directory already created for them on the campus file server. If you are logging into ADS on your University desktop PC you should see a shortcut on your desktop to "My Network Documents". This is a folder located in your home folder on the secure campus files server that you can use for file storage. Many units also have access to a departmental folder also located on the secure campus files server. Please see the tri-fold "File Storage and Transfer Options" for more information on both secure and other storage options. Storing data locally on your PC, on a zip disk, on a USB memory stick, on a floppy drive, or on a laptop is not storing it securely.

3. *What is the difference between my Home folder and "My Network Documents" folder?*

Your "My Network Documents" folder is inside of your home folder. You can store documents in either location. The "My Network Documents Folder" was created so that it could be set as the default save location for Office documents. Some people already have their "My Network Document" folder set as their default save location for Office documents. The campus will be moving to setting it to that for faculty and staff ADS PCs in the near future.

4. *How do I save a document to one of my folders on the secure files server?*

When saving a document from an Office or other application, choose the "Save As" option and browse for either your Home\My Network Documents (H: drive) or your unit's departmental folder (S: drive).

5. *When should I use my "My Network Documents" and when should I use my unit's departmental folder for data storage?*

"My Network Documents" is private to you, whereas your unit's departmental folder is generally shared with others in your department. Both network folders are on the secure campus files server, but if you need to share the file with others in your department, then the departmental folder is appropriate; if you do not need to share the file, then your private "My Network Documents" is appropriate.

6. *How much space is there for files on the NW secure files server?*

There is a lot of space available (4 TB!), and IT is currently not planning to impose quotas on file storage.

7. Can I store other files (non-sensitive files) in this location?

Yes, you can. We do not check to see what files are being stored, so you are welcome to store any University related files on this server. We do ask that you do not store large numbers of personal music, image or video files. If you need to store these sorts of files or other very large files for University business, please read the tri-fold "File Storage and Transfer Options" for other options, or contact the Ne IT Helpdesk for guidance.

8. Can anyone else see the files that I store on the NW fileserver?

Please see the answer to question #5.

9. What is done to ensure that this file storage is secure?

The campus fileserver is maintained by the IT staff at a higher level of security than your home or University PC. It is located in a secured area, backed up daily, patched promptly, and checked every business day for problems. It is scanned regularly by UITS for security issues, and problems are addressed promptly.

10. How do I know that I will be able to get to these files later?

The files on this fileserver are backed up to disk several times a day and are backed up daily to tape. The server and disk storage hardware are fault tolerant and are covered by a 24x7 hardware service contract. Hardware and software problems are addressed promptly. Your local hard drive is not as reliable as the special server based hardware used on the fileserver.

11. Can I get to my files stored on the NW fileserver from home or from off campus? How?

Yes. Instructions on how to do this are available from the NW IT Helpdesk.

12. I use a laptop. Are home and departmental folders available to me on my laptop?

Yes. If this access has not been set up for you already, please contact the NW IT Helpdesk to get this set up.

13. I don't have a "My Network Documents" shortcut on my PCs desktop. How do I get this?

Please call the NW IT Helpdesk to arrange to have this shortcut appear on your desktop.

14. What should I do if I have questions on secure storage of data?

Please consult the tri-fold "File Storage and Transfer Options" first and read this FAQ carefully. If you still have questions, you can contact the NW IT Helpdesk.

NW Campus IT Helpdesk: 219 981 4357 (X HELP on your campus phone)